Suganya Dhanasekar
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Sr. Business Intelligence Analyst   San Francisco Bay Area, California

Professional Summary

Versatile and Dynamic Business intelligence and Data Analytics expert with around **7 years** of demonstrable professional expertise in building Business Executive/Analytical dashboards, automated reporting and BI platforms to help organization realize the benefit of Big Data. Played a key role part of the Center of Excellence team (COE) in providing expert business intelligence solutions across various departments including finance, Customer Support, sales, Engineering and HR. Established Agile iterative methodology, requirements gathering framework with proto-type, Data visualization standards, Performance best practices and Self-service to empower business users to answer their business questions at the speed of thought. Led end to end analytics process including data integration/consolidation from various sources, data wrangling, hypothesis, data visualization and demonstration. Build the Tableau server environment from ground up, routine maintenance to optimize and ensure high performant environment. Performed user access provisioning, performance bottle-neck analysis, license management, and version upgrades.

Serve as a single point of contact for all Executive suite of Dashboards and managing expectations with Senior Management and cross functional teams. Led tableau related activities enterprise-wide including evangelizing usage of Tableau and drive adoption. Tableau desktop hands-on training sessions to users and various business stake holders. Sharp focus on data quality controls, governance and integrity improvements. Process automation and analysis to the intended audience and leveraging data visualization to aid in the rapid understanding of complex information. Tableau Server Architecture for Tableau 9.x/2020.x

Specialties:

● Data Analysis   ● Data Wrangling   ● Data Visualization   ● Center of Excellence   ● Analytics   ● Salesforce   ● Agile Iterative Methodology   ● Performance Tuning   ● SQL Programming   ● Cloud Computing   ● Sales/Service Cloud ● Server Administration   ● Automation   ●User Adoption   ● Financial Services   ● Server Monitor tools

Professional Work History

Pivotal Software, Inc.   **August 2017 to Present**

Palo Alto, California
Pivotal is an innovator in agile and lean software development practices, helping clients adopt methods and technologies to change the way software is built. Pivotal cloud-native platform and suite of data tools, along with our pairing practices, optimize for change and teach next-generation developers to create and build cutting-edge solutions.

Sr. Business Intelligence Analyst

BI Center of Excellence team responsible for building BI Platform and delivering Executive, Analytical and operational Dashboards. Enable Self-Service and Analytics for strategic data driven decisions across various departments including Sales, Finance, Support, Services, & Human Resources. Design, build and support Tableau Server platform by executing any complexity tasks ensuring functionality, accessibility and security of the platform.

- Expertise gathering business requirements into quick prototypes with different Visualization options. Design and develop Tableau reports and dashboards that will yield actionable insights that present the answers to business questions.

- Built 50+ best in class and advanced visualization story telling Tableau Dashboards for Executives, Mid-level management and business users across the organization.

- Automated manual reporting to create efficiency and saved thousands of manual efforts. Replaced cost management tool (Apptio) and saved $250K.

- Built and maintained Single source of truth for various departments including Customer Support, Sales, Finance, Engineering, Procurement and Human Resource.

- Created a collaborative self-service BI platform for around 200+ Business users to be more self-reliant and less dependent on the IT organization.

- Advance the adoption of Tableau 'best practices' across the company. Supports and establishes standards for platform usage. Maintains user knowledge base. Reviews troublesome workbooks and data sources and provides suggestions to users for improvements.

- Performance tuning of BI queries, data modelling and data mining from multiple sources.

- Maintain validation of reporting business rules, documentation and distributions to proper partners.

- Hands on experience in Tableau Administrator installation, configuration, monitoring, create backup and load balancing, server performance management, license management, and version upgrades

- As administrator create users, groups, projects, workbooks and the appropriate permission sets for Tableau server logons and security checks.

- Monitor server activity/usage statistics to identify possible performance issues/enhancements. Created tableau server custom dashboards on tableau postgres data to closely monitor the usage, performance and activity across the sites.

- Developed Internal hands-on training, self-paced on demand training program in order to drive adoption, provide guidance and insight on data visualization and dashboard design best practices.

- Handling tableau server, Tabadmin, Tabcmd, TSM manager data server, administrative functions. Used TabMon, TabJolt, LogShark and Perfmon tools to performance diagnosis and optimization of server also to plan and predict platform capacity sizing.

- Implemented agile iterative methodology, automation of Enterprise Scale dashboards and Standardized the BI process along with collaborative Requirements gathering/design discussion with best in class execution framework.

Bank of America.   May 2015 to Jul 2017
Durham, North Carolina
Bank of America is the second largest banking institution and financial services in the United States, serving individual consumers, small and middle-market businesses and large corporations with a full range of banking, investing, asset management, and other financial products.

Business Intelligence Analyst

- Gathered business requirements and transformed the business requirements into high interactive Data Visualization using Tableau.

- Understood the business challenges and translated them into requirements and developed in Tableau Desktop according to Business Requirements.

- Support various business users inside Finance.

- Created Metadata dictionary Dashboard and allowed the business users to audit the metadata of identified data sources.

- Created Dashboards of different types for Analysis, Monitoring, Management and better understanding of the business performance metrics.

- Transformed complex data into easy-to-understand visualizations using Tableau and created a Story.

- Converted the Business Objects Technical Specification into Tableau Metadata using Workbook Tools for Tableau

- Ensured Action Filters, created a Row Level Security and shared the reports with functional/business users.

- Created Dashboards with the security using filters for the clients to measure cost saving.

- Built dashboard from different sources and at different level of aggregation using complex blending functionalities.

- Generated Tableau reports with Trend lines, Reference lines and Bands and also generated several drill down and drill up reports.

- Used multiple Measures like Individual Axes, Blended Axes, and Dual Axes. Combined multiple data sources by joining tables and using Data Blending.

- Published Workbooks by creating user filters and security, so intended teams can view it.

- Blended data from multiple databases such as MS Excel, MS SQL, Teradata and Oracle. Best practices to enhance the response time of Tableau Dashboards and the speed for the embedded Dashboards.

- Developed various Tableau Dashboards prototypes for future uses and conversion of current excel reports into Tableau Reports.

- Tuning performance of Dashboards/reports to get better response with high user load.

- Connecting tableau with various join and custom sql queries on database like Microsoft SQL server, Postgres,Teradata, Excel and Access.

- Writing SQL queries on databases like Oracle and MS SQL to extract data into Tableau for dashboard development.

- For the assigned module gave guidance on test data, performed set-up activities, prepared scripts (SQL, etc.) to create test data as required and populated test data in a timely manner.

- Use Quality Center for Configuration Management and load runner for performance validation of the Dashboard/report created using tableau

- Work with Agile Methodology for the assigned module with various stakeholders/Business units.

TMG Healthcare.   Jan 2013 to Apr 2015
Pittsburg, Pennsylvania
TMG healthcare is a leading national provider of expert solutions for Medicare and Managed Medicaid plans.

Data Analyst

- Interact with Business users to understand their requirements and Translating business requirements into technical solutions.

- Built Scorecards, Analytical and Operational Dashboards using Tableau.

- Develop, design and build visually informative and innovative dashboards, customized reports based on business requirements and UI specifications.

- Design and implement proof of concept solutions and create advanced BI visualizations.

- Integrate Tableau Dashboard into in-house web applications.

- Created Set, Groups, calculated fields, hierarchies and parameters besides appropriate filters to achieve the required visualization based on the user needs.

- Effectively used data blending feature when came across Visualizations to be built across multiple data sources

- Created dashboards using Bar charts, Pie charts, line charts, Bullet graph, highlight table, Stacked Bar charts, maps, bubble charts, Gantt chart.

- Have used Actions filters to build Interactive Dashboards.

- Worked with Trend Lines, Statistics, and Groups, hierarchies, Sets to create detailed summary level Report and Dashboard

- Developed story telling Dashboards in Tableau Desktop and published them on to Tableau Server which allowed end users to understand the data on the fly with the usage of quick filters for on demand needed information.

- Implemented user group based security for the Tableau Dashboards

- Developed worksheets with Individual axes, Blended axes and Dual axes.

- Performed Tableau type conversion functions when connected to relational data sources.

- Demonstration of tableau Dashboards and its functionality to the business users for the self-service business intelligence

- Develop complex SQL queries to validate data displayed in dashboard.

- Connecting and extraction from different data sources including Oracle, MS SQL Server, Excel and Access ODBC driver installation on the tableau server machines

- Best practices to enhance the response time of Tableau Dashboards and the speed for the embedded Dashboards.

- Developed various Tableau Dashboards prototypes for future uses and conversion of current excel reports into Tableau Reports.

EDUCATION

Diploma in Computer Science
Bachelor of Engineering

TECHNICAL SKILLS

Databases: Hadoop, Hive, AWS, Google Big Query, Teradata, Oracle, MS SQL Server, MS
Access, DB2, Postgres, Greenplum.
Management Tools: Visual Source Safe, JIRA, HP ALM
BI & Analytical Tools: Tableau Desktop, Tableau Reader, Tableau Public, Tableau server,
Tableau Prep
Productivity: Microsoft Office Suite (Word, Excel, PowerPoint, Visio, Outlook & SharePoint)

Conference

Attended Tableau Conference 2018, New Orleans, LA
Attended Tableau Conference 2019, Las Vegas, NV

Training

Advanced Tableau Server Architecture – By Tableau
Tableau Visual Analytics – By Certified Consultant